

Product Number: 4502.04.15**TOOLS FOR ENVIRONMENTAL MANAGEMENT AND PROTECTION
ORGANIZATIONS (TEMPO)**

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Product Owner: Department of Environmental Quality
Product Manager: Michael Casey
Phone: 801-536-4455
E-mail: mcasey@utah.gov

TEMPO is a commercially available application that is used in the Division of Air Quality. Its primary function is maintaining information about facilities that discharge pollutants into the air. It is used in the plan review and permitting activities within the division. It also has some financial functions associated with plan review and other activities.

The remainder of this document provides information unique to this application.

The hours of support required for TEMPO are listed below.

Application	Support Hours	Days of Week
TEMPO	Application Support 7:00 am - 5:30 pm Best effort after hours and on weekends	Monday - Friday
	Hosting, Database, Security and WAN Network support - 24 x 7.	Sunday - Saturday

Product Features and Descriptions

Feature	Description
Master File	An integrated database of regulated entities and contacts that includes tools for defining emission units, release points, components and processes. Additional capabilities include identification of potentially duplicate entities and searching for entities.

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Product Description

Central File	Provides the user capability to perform daily activities. Stores documents such as permit applications, inspections, emission reports, and enforcement actions. Provides an integrated, centralized view of all activities related to each regulated entity.
Activity Tracking, Scheduling, and Planning	Manages work flow for activities such as assigning and scheduling tasks, measuring performance, and logging progress.
Permitting	Includes permit applications and permit documents stored in the Central File. Tools are also provided to check for technical completeness.
Emissions Inventory	Tools to import Excel Workbook regulated entity data and define operating scenarios for calculating emissions values.
Assessments and Invoices	Links fee and bill processing with the related activities and generates invoices.
LetterBuilder	This tool uses Word mail-merge like capabilities and data from TEMPO to create customized documents.

Product Features and Descriptions

Feature	Explanation
User Training	DTS support does not include user training or training manuals. This service is provided by the vendor as required.
Application Help Desk	DTS support does not include a front-line application help desk. Application questions are first directed to assigned agency staff.

Product Features and Descriptions

Feature	Description	Base Rate
Application Maintenance by DTS Staff	All hours reported as time worked each pay period, including overtime and on-call, except for hours tagged as "Admin".	Refer to DTS Rate for Application Maintenance
Contract Staff	Supplemental staff hired from the private sector assigned to DEQ.	Actual cost
Hosting Services	DTS Hosting Services involves the management of servers, storage, and backup/restore services for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server, and application server software. The customer is responsible for the costs of securing proprietary software, application server software, database software, and for software maintenance.	Refer to DTS Rate for Hosting Support

Ordering and Provisioning

TEMPO users and/or DTS support personnel report application bugs and desired enhancements in TrackPlus. These are then discussed and prioritized in a formal prioritization process by the TEMPO Implementation Team. The team meets monthly to monitor progress, discuss new requests, and coordinate with the vendor.

DTS Responsibilities

Identify technical requirements and ensure resources are available. Ensure potential expenditures are identified early in the release process.

Provide installation service and support, database administration, and backup and restore services.

Agency Responsibilities

Define business requirements for any requested changes.

Use the agreed-upon service request process and applicable tool to document application bugs and enhancement requests. Provide as much detail as needed for DTS or vendor to duplicate the reported problem or understand the desired enhancement.

Work cooperatively with DTS staff when setting priorities and working on releases.

Perform Acceptance Testing of each release, paying particular attention to bug fixes and requested enhancements that have been assigned to the release. Maintain test scripts and run regression tests on each release.

Evaluate the quality of each release and give final approval to deploy the release.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

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Product Description

Metric Description	Target
TEMPO Available M-FRI 7-5:30	99%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Time lines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Time lines
Low priority - 1 Business hour	85%
Medium priority - 1 Business hour	85%
High priority - 1 Clock hour	90%
Critical priority - 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

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The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied